

Keeping you Covid Safe at Turner Sims: Frequently Asked Questions

1. Is it safe to visit Turner Sims?

The health and safety of everyone who visits Turner Sims is our highest priority. We continue to follow government guidance to ensure that the venue is COVID-secure.

We continuously review all safety measures at the venue in response to both Government and industry guidance. We work closely with our University of Southampton colleagues to ensure we are following Higher Education guidance for the safety of students and staff.

Please [check our website](#) before your visit in case any of the guidance has changed.

2. Will I need to wear a face covering?

From 19 July, there is no longer be a legal obligation to wear face masks. More details are available [here](#).

Though no longer mandatory, we **strongly encourage** audiences to wear face coverings where possible for the duration of their visit for everyone's safety.

Our Front of House and Bar staff will continue to wear face coverings whilst in the venue.

3. Will I be asked to check-in via NHS Test & Trace?

Though no longer mandatory, we strongly encourage audiences to check-in via the NHS Test & Trace QR code when entering the building.

We will collect lead booker contact details via our ticketing system for the purposes of [Test and Trace](#).

4. Will I need to show COVID Certification or a 'COVID Pass' to attend concerts and events at Turner Sims?

At this point, we will not be asking audiences to present evidence of vaccination, immunity or a negative test result. We will be following Government and performing arts industry advice closely and will inform audiences should there be a change to this requirement. We **strongly encourage** all visitors to Turner Sims to take a lateral flow test before arriving at the venue.

5. Will there be socially distanced seating in the Hall? How many people are allowed in the Hall at once?

On 19 July, the Government removed all legal capacity caps in theatres and removed all social distancing rules.

We have followed [Government guidance for events and visitor attractions](#), which permits the sale of concerts and events at full capacity. The capacity of the Hall is 350 seats, excluding Turner Sims staff and artists on stage.

However, your safety remains our priority. Please help us to keep everyone safe by wearing a face covering (unless medically exempt) and by respecting other people's personal space to reduce your risk and the risk to others. We also encourage you to wash and/or sanitise your hands regularly during your visit.

Our Front of House staff will be on hand to make your visit as smooth and safe as possible.

6. How is air circulated in the Hall?

We have an air circulation system at Turner Sims that draws in fresh air from the outside, which means the air is never recirculated.

7. What cleaning regime is in place?

We have a rigorous cleaning regime in place in accordance with Government and University of Southampton Guidelines. The venue is cleaned throughout the day, and between every show.

8. Will you be providing hand sanitiser?

Yes, there will be multiple hand sanitising stations throughout the venue for your use. We encourage everyone to wash and/or sanitise their hands wherever possible during their visit.

9. Will I be able to use the toilet during my visit?

Yes. All toilet cubicles will be open for use. Every other urinal will be open to allow for distancing. Toilets will be cleaned throughout the day by University of Southampton cleaning staff.

10. What if I am concerned about another visitor's behaviour?

Please speak to a member of our team if you have any concerns during your visit. Please be aware that some people are exempt from wearing a face covering. We ask that our audience treat each other with respect and kindness.

11. Will I be able to get a refund on my ticket if the concert/event is cancelled due to COVID-19?

Yes. If we are forced to cancel concerts due to Covid-19, you will be able to donate the value of your tickets, store your credit for future events or request a full refund.

Please see our [Box Office Terms and Conditions](#) for full details.

12. Will I be able to get a refund on my ticket if I cannot attend due to COVID-19?

Yes. If you are required to isolate, or test positive for Covid-19, you are entitled to request a refund, credit note or make a donation up to the concert start time.

Please see our [Box Office Terms and Conditions](#) for full details.

13. Will there be physical tickets this year?

No, for both COVID-19 and environmental sustainability reasons, we will only be issuing e-tickets.

Physical tickets can be issued on request, in-person at the Box Office prior to the performance.

14. Can I bring large bags/luggage into the Hall?

For reasons of comfort and security, we encourage audiences to bring the minimum with them. We do not have a cloakroom in which to leave larger items.

15. How will queues be managed?

We will have two entrances open to enter and exit the venue to minimise queuing.

To avoid queues to enter the Hall, you will be sent your tickets and any details of pre-ordered drinks and ice creams electronically. You can display them on your mobile device (or you can print them to show us). If you choose to display your ticket(s) on your device, please have them ready with the brightness turned up to minimise queuing.

If you have not pre-ordered your drinks or ice cream online, the Bar will be open before the concert/event to pre-order interval drinks (where applicable).

Pre-ordered drinks will be set-out on tables in the Foyer, clearly marked with the purchaser's name.

Once pre-ordered drinks have been collected, or a drink purchased from the Bar, audiences will be encouraged to retake their seats directly afterwards.

All toilet cubicles will be open to minimise queuing. Every other urinal will be open to allow for distancing.

Once the concert/event has finished, we will be encouraging audiences not to remain in the Foyer, unless purchasing merchandise.

Tables and chairs have been removed from the Foyer.

We have extended our intervals (where applicable) to 30 minutes, to give audiences more time to collect and enjoy their drinks, or visit the toilets.

Our FOH Management will be on hand to make your visit as safe as possible. Please listen to them and follow their guidance.

16. Will the bar be open?

Our bar will be open for in-person drinks & ice cream purchases before the concert/event and during intervals (where applicable). We are pleased to confirm that Turner Sims is an entirely cashless venue from September 2021.

To reduce queuing time and crowding, we will continue to offer the opportunity to pre-order your drinks & ice creams both at the point of ticket purchase.

17. Will I be able to take my drink into the Hall?

Yes, regardless of concert genre, we will be permitting audiences to take their drinks into Hall for the foreseeable future.

18. How do I access Turner Sims?

Our Main Entrance and an additional door to the Foyer will be open for your use. There are no longer one-way systems outside the venue.

19. Have you gone cashless?

Yes! We are proud to announce that Turner Sims is an entirely cashless venue from September 2021, supporting our commitment to your safety and improving the efficiency of our service.

20. Can I buy a programme?

Until 31st December 2021, we are pleased to offer programmes at no cost via a link to download and print your own copy in advance. We kindly ask that you do not view the programme on a phone or tablet during the performance as it may impact on the enjoyment of your fellow audience members.

As some concerts do not have an associated programme please check information at time of booking.

21. Can I buy merchandise?

At events where merchandise is available, it will be sold during the interval (where applicable) and post-performance from our Box Office.

Some concerts may have merchandise available to pre-order online for collection on arrival. Please check information at time of booking.

We are pleased to confirm that Turner Sims is an entirely cashless venue from September 2021.

22. Who should I contact if I develop symptoms after visiting Turner Sims?

If you, or anyone you live with, develop symptoms of Coronavirus, you should self-isolate and get a PCR test as quickly as possible.

If you test positive, NHS Test and Trace will ask you where you have been recently and who you have seen. They will then get in touch with anyone you may have been in close contact with to advise them on what to do next.

Test and Trace QR code posters will be displayed around Turner Sims and we strongly encourage our audience to use them.

23. Will I be contacted if someone has COVID-19 at Turner Sims?

NHS Test and Trace will continue to operate, and if you are in close proximity to someone who later tests positive for Coronavirus, you may receive a notification from NHS Test and Trace asking you to get tested or self-isolate. We ask that you follow any advice they may give you. NHS Test and Trace may request contact details of people who have booked tickets close to someone who later tests positive. If this happens we will share these details securely.

If you have further questions not answered above, please contact us at info@turnersims.co.uk or 023 8059 5151 – your question may help others and we can add the answer to this document.